

SW-01303A-08-0227
W-01303A-08-0227



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72255

Date: 10/20/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Theodore J.

LaScala

Account Name:

Theodore J. LaScala

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/20/2008 - CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No SW-01303A-08-0227
W-01303A-08-0227

10/14/2008

Theodore J. LaScala

Fort Mohave, AZ [REDACTED]

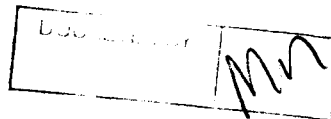
Phone: [REDACTED]

Email: [REDACTED]

Arizona Corporation Commission

DOCKETED

OCT 22 2008



ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

OCT 22 P 12:04

RECEIVED

Docket you wish to comment on: Rate Increase
Case or Utility Name: Arizona American Water
Docket Number: W-01303A-08-0227
Position on Docket: Con

I wish to voice my dis-approval on the rate increase that Arizona American Water is applying for. In today's economy a rate increase this large is wrong. There are to many people in this area that live on fixed incomes and are barely making ends meet. If Arizona American Water wants to expand their business, then they should shoulder the increase the rate by almost \$40. This increase should not be approved.
Thank you for your consideration in this matter.

Theodore J. LaScala
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 14, 2008

RE: Arizona American Water Company ("AAWC")

Dear Theodore J. LaScala,

Your letter dated October 14, 2008 in regard to the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/20/2008

Opinion No. 2008 - 72255

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72257

Date: 10/20/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Gordon

Robinett

Account Name: Gordon Robinett

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Sewer Company

Division:

sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/20/2008 - CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - MOHAVE WASTEWATER DISTRICT);

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

10/17/08

Gordon Robinett

[REDACTED]
Fort Mohave, AZ [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Name of Utility Co.: Arizona American Water

Name on Bill: Gordon Robinett

Account Number: [REDACTED]

Company Contacted: Yes

Arizona American Water increased the waste charges by 25% in June, 2007 and now proposes an 81% increase. This increase is excessive by any measure. It is also unconscionable in light of the severe economic downturn and the large increase in food and gas prices. With the continuing bankruptcies and housing foreclosures, there should be a lower demand on the waste facilities and more money for waste facilities is unnecessary. However, if the Arizona Corporation Commission believes that more money is required, either float a bond issue or do it from tax revenue so that the people who really cannot afford this increase will not be hurt as much.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 20, 2008

RE: Arizona American Water Company ("AAWC")

Dear Gordon Robinett,

Your letter dated October 17, 2008 in regard to the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/20/2008

Opinion No. 2008 - 72257

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72259

Date: 10/20/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Sandra

Morris

Account Name:

Sandra Morris

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: Cellular

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

10/20/2008 - CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC - MOHAVE WASTEWATER DISTRICT):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

10/14/08

Sandra Morris

[REDACTED]
Fort Mohave, AZ

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Rate Increase

Case or Utility Name: Arizona American Water

Docket Number: W-01303A-08-0227

Position on Docket: Con

As a senior on a fixed income I am unable to afford such a drastic "Rate Increase" With the difficult economic times facing us it is a financial burden we cannot afford. An Extreme Rate increase like this will force seniors and other low income families out of their homes!

End of Complaint

Utilities' Response:

n/a

End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Email to Customer:

October 20, 2008

RE: Arizona American Water Company ("AAWC")

Dear Sandra Morris,

Your letter dated October 14, 2008 in regard to the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/20/2008

Opinion No. 2008 - 72259

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72274

Date: 10/21/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Bonnie and Al

Miller

Account Name:

Bonnie and Al Miller

Home: [REDACTED]

Street:

Work: [REDACTED]

City:

Ft. Mohave

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPINION OPPOSED ***AAWC - Mohave Wastewater District***

RE: Docket No. SW 01303A-08-0227

W-01303A-08-0227

Email Received:

RE: Docket # SW 01303A-08-0227

Ms Ortiz, Arizona Corporations Commission:

We are writing this email in protest to the Arizona American Water Company (AAWC) request for a rate increase for our residential sewer service. Our current rate is \$49.65 and they propose a rate increase to \$89.20 monthly (an 80% increase).

Their justification is a recent capital investment of \$4.5 million in the Mohave wastewater district plus increases in operating costs. They advise that there are currently 1,246 customers in the district and this new system doubles the current wastewater capacity. This increase assumes a huge increase in population in the area, which is not happening any time soon.

Investing \$4.5 Million in a small wastewater district like this one, and expecting 1,246 customers to recoup these funds, is a bad business decision. They can't possibly believe these customers will stand for this outrageous increase. We suggest they seek out alternative funding sources. Perhaps there are Federal programs, grants or other such avenues to assist rural communities as ours. These customers are primarily senior citizens on fixed incomes or part time residents who are only here a few months a year. What will their next proposed rate increase be and when?

If the increase in "operating costs" includes huge management salaries, or the like, then I suggest they cut their

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

overhead. Their stock holders and investors certainly expect a return on their investment, but this management has made a big mistake and action should be taken to replace those responsible.

Bullhead City recently installed new sewer systems and we understand their monthly rates are around \$33.00 a month, but they have 15,000 customers. A large sewer plant for this customer base is justified, but the Mohave district certainly is not.

The idea of paying almost \$90 a month to flush our toilets is unconscionable. This company must be stopped. We urge you to say absolutely NO on this rate increase.

Bonnie and Al Miller

Ft. Mohave, AZ

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 21, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
W-01303A-08-0227

Dear Bonnie and Al Miller,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CLOSED

End of Comments

Date Completed: 10/21/2008

Opinion No. 2008 - 72274

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72275

Date: 10/21/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Vince and Rosemary DelPeschio

Account Name:

Vince and Rosemary DelPeschio

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opposed Opinion (AAWC - Mohave Wastewater District):

RE: Docket No. W-01303A-08-0227

SW-01303A-08-0227

The sewer rate increase requested by AZ American Water, I find quite amusing considering the state of our economy. We are also struggling to keep our heads above water and if we could petition the federal government to give us a Social Security increase at the rate AZ American Water is requesting, then maybe the rate increase would not seem so outrageous.

Because people in high positions made bad money judgment calls, I should not have to pay for their mistakes. If you look at their last increase we absorbed most of their debt. Again, I reiterate why should I have to pay for their bad money calls.

When the rate increase comes before you please review all the information you have gotten from all their customers and at this time not grant the rate increase.

Vince and Rosemary DelPeschio

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email to Customer:

October 21, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
W-01303A-08-0227

Dear Vince and Rosemary DelPeschio,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/21/2008

Opinion No. 2008 - 72275

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72277

Date: 10/21/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Lee

Roebke

Account Name:

Lee Roebke

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opposed Opinion (AAWC - Mohave Wastewater District):

RE: Docket No. W-01303A-08-0227

SW-01303A-08-0227

Subject: All-American Water Co w01303a 08 0227

We are sending this E-Mail to protest the 100% increase in our sewer charges. We are at the age (78) where 55 yrs ago Social Security was enough to take care of most of your bills. Things have changed and 100% increases in Monthly bills are very hard to pay.

We can not see how the State of Arizona can approve such an increase to it's citizens.

If this increase will return the expense the Company spent in 1 yr and if that expense is paid for in the current yr we will be paying over and over again for their one -time plant capacity increase. This should not be allowed to happen. We were served satisfactorily and only the Company's thought of future connections would show a new for expansion so let the future users pay not we who cannot afford to pay this outrageous increase.

Please investigate all of the details and protect the citizens of Arizona from Companies who feel they can increase our bills whenever they feel like they need more.

Lee Roebke

End of Complaint

Utilities' Response:

n/a

End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Email to Customer:

October 21, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

W-01303A-08-0227

Dear Bonnie and Al Miller,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

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Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/21/2008

Opinion No. 2008 - 72277
